

IRONING IT OUT:

Seven Simple Steps to Resolving Conflict

By Charles P. Lickson

Thousands of People in the United States and around the world have used the tools in this book to resolve their conflicts and also retain good relationships.

Updated and revised edition of this popular practical guide for people who are in conflict or anticipate that they might have to deal with a conflict situation at work or at home. The Seven Simple Steps have worked for many people in many places around the world.

*“This new edition of **Ironing It Out** is about handling all the conflicts in our lives more effectively. Indeed, Charles Lickson shows us how to turn conflicts into opportunities so we can accomplish something positive. God knows, we need to get better at dealing with our many differences. This Guidebook spells out a straightforward set of steps we can try. The Covid-19 pandemic has heightened our need to iron things out.”*

– **Professor Lawrence E. Susskind**
Massachusetts Institute of Technology
Vice Chair – Program on Negotiation at Harvard Law

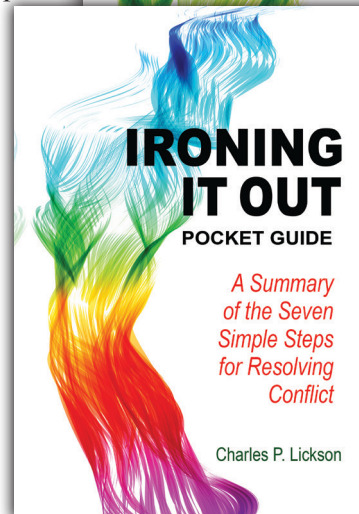
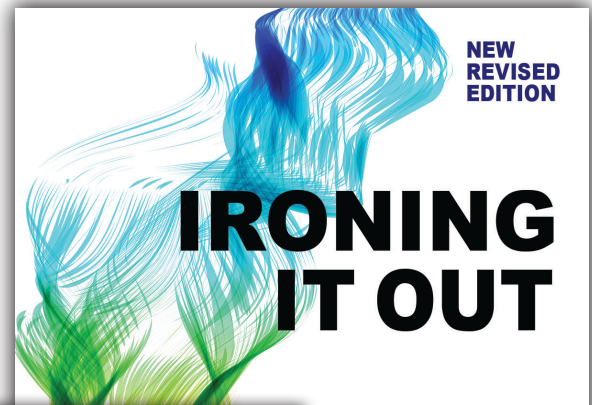
“[This book] offers practitioners viable and timeless intervention strategies for mitigating conflict within communities and beyond... A highly recommended resource.”

– **Judith R. James, Ed.D**
Co-Chair – Northern Shenandoah Valley
Virginia Chapter Coming To The Table

A very practical and bright ‘vade mecum’ (guidebook). This book provides the reader with clear tools to deal with conflict and achieve resolution.”

– **John Kopp, Advocaat – Claimscenter**
Utrecht, Netherlands

AUTHOR: Charles P. Lickson, a former practicing attorney, turned mediator, facilitator and writer, has trained hundreds of federal, state and local people as well as private sector personnel in mediation skills. Prior editions of ***Ironing It Out*** have sold thousands of copies worldwide. He received his education at Johns Hopkins University (BA) and Georgetown Law School (JD). Lickson was a federal law clerk at the U.S. District Court for the District of Columbia. He has written seven other non-fiction books and countless articles which appeared in legal and lay publications. His most recent book, *A Warrior of Many Faces*, which was published November, 2019, was his first fact-based fiction book.



*Seven Simple
Steps to
Resolving
Conflict*

Charles P. Lickson

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